

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes
Via Teleconference
Wednesday, January 13, 2021
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, January 13, 2021 at 1:00pm via conference call.

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair
Jim Shiber
Catrina Gosine
Melissa Martin

DTC Representatives:

Lori Yeager, Paratransit Support Services Manager
Sara Fuller, Marketing
Belinda Strickland, Civil Rights Specialist
Kathy Maguire, Contract Specialist
Rhonda Perry, Sr. Financial Support Manager
Steve Ottinger, Planning
Margaret Webb, Paratransit Director
Paul Kulesza, Fixed Route Director
Sheryl Crump, Customer Relations Specialist
Cean Carter, Eligibility Supervisor
William Lawless, Reservationist Supervisor
Shannon Lugo, Civil Rights Specialist

Guest:

Verita Turner
Cindy Garcia (Fill in for Amanda Lord)
Kalil Abdul McGhee
Tricia Williams

Members Absent:

Amanda Lord
Bruce Fisher
Ken Moore
Kathleen McCool

Call to Order

Blake Roberts, Chair, gave an overview for joining EDTAC and then called meeting to order. Belinda Strickland, Civil Rights Specialist informed the committee the November minutes will be revised because some of the attendee's names were not included.

Round Table Introductions

COVID-19 Update- Belinda Strickland

The committee had questions regarding how COVID is affecting ridership and if the Operators are able to receive the vaccine? Per DTC's CEO, John Sisson ridership is still down about 45% on Fixed Route and 60% on paratransit. The Operators are included in the Phase 1B of the vaccine rollout which should start this month. Other DTC staff will be included in subsequent phases. DTC has also sent employees a survey to see how many employees would be interested in getting the vaccine if it should become available to DTC.

On Time Performance- Margaret Webb, Paratransit Director Paratransit

(Data forwarded to members)

January through December 2020

January NCC- 46, 975- 85% on time KC- 15,229- 91% on time SC- 17,145- 87%

February NCC- 45, 123- 84% on time KC- 14, 603- 91% on time SC- 16,106- 88%

March NCC- 29,437- 87% on time KC- 10,492- 92% on time SC- 10,649- 88%

April NCC- 9,015- 93% on time KC- 4,206- 95% on time SC- 3,131- 93%

May NCC- 9,949- 87% on time KC- 4,639- 96% on time SC- 3,582- 95%

June NCC- 12,186- 95% on time KC-5,702- 96% on time SC- 4,966- 93%

July NCC- 14,463- 93% on time KC- 6,519 on time SC- 5,703- 92%

August NCC- 15,781- 93% on time KC- 7,056- 95% on time SC- 6,203- 93%

September NCC- 17,985- 93% on time KC- 7,848- 95% on time SC- 7,165- 94% on time

October NCC- 19,552- 93% on time KC- 8,760- 95% on time SC- 8,518- 92% on time

November NCC- 17,527 94% on time KC- 7,968- 96% on time SC- 7,579- 94% on time

December NCC- 17,541- 94% on time KC- 7,968- 95% on time SC- 7,537- 93% on time

On Time Performance- Paul Kulesza, Fixed Route Director

(Data forwarded to members)

November 2020 FY 2021. The combined on-time performance average for **November 2020 FY 2021 was 78%**

New Castle County Fixed Route was **76%**

New Castle County Contract Services was **97%**

Kent County Fixed Route was **85%**

Sussex County Contract Services was **75%**

Septa **72%**

Resorts was **87%**

December 2020 FY 2021. The combined on-time performance average for **December 2020 FY 2021 was 77%**

New Castle County Fixed Route was **74%**

New Castle County Contract Services was **95%**

Kent County Fixed Route was **85%**

Sussex County Contract Services was **77%**

Septa **74%**

Resorts was **85%**

June 2020 Fixed Route started running full service. 9 runs that were open got cut. February 14, 2021 new run pick.

Updates from DTC:

- Lori Yeager, Paratransit Support Services Manager
Cean Carter is the new Eligibility Supervisor. All new customers are being made temp until such time they are able to come in for their interview. All recerts will be doing Telephone interviews.
- Steve Ottinger, Planning
Plans for Fixed Route and fare changes have been approved. Agency passes will go up to \$40. Dover administration has been relocated temporarily to the Blue Hen Corp Center. If individuals need to purchase tickets they will need to go, there. Route 107 has been deviated to go to the Blue Hen Mall.
- Sara Fuller, Marketing
Recruitment flyer is on DTC's website
- Kathy Maguire, Contract Specialist
The 5310 Program for FY21 has been delayed. Waiting for FTA for the go ahead to start the program.

Open Forum

Adjourn

Next meeting Scheduled for March 10, 2021